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TTY: 1-800-526-5812**Provider Bulletin
T-200-05-02**

DATE: September 30, 2005

TO: Participating Transportation Providers

RE: Handbook for Providers of Transportation Services Re-Issue

The purpose of this bulletin is to inform providers of a re-issue of the Handbook for Providers of Transportation Services. The revised handbook provides clarification on certain department policies, contains a policy change on post approval requirements and has been updated to reflect the department's name change to Healthcare and Family Services (HFS). Providers are encouraged to review the handbook in its entirety.

Post Approval Policy Change

- **T-211.2** Post Approval for Non-Emergency Transportation - Effective with dates of service on, and after, January 1, 2006, post approvals must be received by the transportation approval agent no later than 15 days after the date(s) of service, pursuant to *89 IL Adm. Code 140.491*. Providers will receive additional information regarding this change prior to the effective date.

Policy Clarifications

- **T-210.1** Additional Passengers - Billing procedures are clarified and an example provided.
- **T-210.5** Department of Children and Family Services Wards (DCFS) - Information regarding authorization of SASS services has been added.

To reduce copying and mailing cost, the department may not always include hardcopies of attachments referenced in notices and bulletins. Web site links are identified so providers may view and print the material from the Internet. The re-issued Handbook for Transportation Services is available on the department's Web site at: <http://www.hfs.illinois.gov/handbooks>

If you do not have access to the Internet, or need a paper copy, printed copies are available upon written request. You need to specify a physical street address to ensure delivery. Submit your written request or fax to:

HFS - Provider Participation Unit
Post Office Box 19114
Springfield, Illinois 62794-9114
Fax Number: 217-557-8800
E-mail address is PPU@mail.idpa.state.il.us

As you may know, the name of the Department of Public Aid (DPA) has changed to Healthcare and Family Services, HFS for short. We are in the process of updating forms, handbooks, and the Internet with our new name. However, until existing supplies are exhausted, we will continue to use materials bearing the former DPA name and logo. Either version of documents should be considered official regardless of the department name they bear. Only our name has changed. HFS's programs, staff, office locations, mailing addresses and phone numbers remain the same as DPA's. We believe our new name more clearly reflects our mission of service to the State of Illinois including providing access to health care for over 2 million Illinoisans. In our work, we deeply appreciate your participation in our programs.

Providers wishing to receive e-mail notification, when new provider information has been posted by the department, may register at the following HFS Web site:

<http://www.hfs.illinois.gov/provrel>